

# Reagan Bhatia

## Customer Service Representative II

📞 (630) 555-1234 ✉ reagan.bhatia@example.com 🌐 linkedin.com/in/reaganbhatia 📍 123 Elm Street, Aurora, IL 60506

### SUMMARY

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Dedicated customer service professional with over three years of experience in healthcare environments. Known for handling patient inquiries effectively and exemplifying professionalism in all interactions. Skilled in utilizing software applications to enhance operational efficiency, ensuring patients receive optimal support. A collaborative team player, committed to improving patient satisfaction and service delivery through clear communication and effective problem solving. Eager to contribute expertise and positively impact Healthcare Solutions, fostering a constructive and supportive environment for both patients and staff.

### EXPERIENCE

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#### Customer Service Associate

CareConnect Services 📅 March 2025 - Present 📍 Naperville, IL

Key responsibilities include serving as the primary point of contact for patient inquiries, ensuring their experiences are positive. Operate call management software, efficiently handling a high volume of incoming calls. Collaborated with multiple healthcare providers to ensure accurate communication is delivered regarding patient needs. Documented instructions and discussed care plans with patients, reinforcing trust and transparency.

- Managed patient inquiries consistently, fostering positive connections and proactive solutions.
- Operated advanced call management systems successfully, streamlining communication processes.
- Collaborated closely with medical professionals to uphold high standards of patient care.
- Documented essential messaging for physicians, maintaining clarity and accuracy at all times.

#### Customer Support Representative

HealthFirst Group 📅 June 2023 - February 2025 📍 Joliet, IL

Gained valuable experience assisting patients with questions about scheduling procedures and various services offered. Maintained strict adherence to HIPAA regulations while handling sensitive information. Championed patient-focused initiatives that led to increased satisfaction levels. Followed up on issues promptly, ensuring every concern was addressed to promote patient well-being.

- Enhanced appointment scheduling practices leading to timely resolutions of patient concerns.
- Insisted on adhering to HIPAA laws strictly, ensuring privacy and compliance.
- Executed follow-up procedures diligently, guaranteeing all patient feedback was reviewed.
- Communicated transparently with patients, building strong relationships built on trust.

#### Customer Service Intern

University Internship Program 📅 January 2022 - May 2023 📍 Chicago, IL

Acquired hands-on experience supporting customer service operations within the healthcare sector. Provided critical assistance to fellow staff members in handling patient queries while learning about health services directly. Gained comprehensive knowledge of hospital scheduling systems which improved response times. Observed seasoned professionals using interpersonal skills to engage positively with patients.

- Assisted in daily customer service functions, supporting healthcare delivery efforts effectively.
- Learned best practices in communication and still managed time-sensitive schedules.
- Participated in training sessions, comprehending real-life applications of academic concepts.
- Engaged actively with team members, forming a productive collaborative working environment.

### LEADERSHIP & AWARDS

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- Recognized Employee of the Month for October 2024 at HealthFirst Group for exceptional customer service.
- Achieved commendations from patients for outstanding assistance in navigating healthcare processes during internship.

### EDUCATION

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#### Associate Degree in Health Services

Illinois Community College 🎓 GPA: 3.8 📅 2022 📍 Aurora, IL

**Coursework:** Healthcare Management, Patient Care Protocols, Medical Terminology, Office Administration

### CERTIFICATIONS

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- CPR and First Aid Certified 📅 2022
- Certified Customer Service Professional (CCSP) 📅 2023

## TECHNICAL SKILLS

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- **Communication Tools:** Microsoft Office, Zoom, Slack
- **Patient Management Software:** Epic, Cerner, Allscripts
- **Call Center Technologies:** Avaya, Five9, Genesys
- **Documentation Tools:** Google Workspace, Microsoft OneNote, Trello
- **Compliance Training:** HIPAA Guidelines, OSHA Training, Emergency Response Plans
- **Patient Scheduling Systems:** QGenda, Amion, AppointmentPlus
- **Customer Support Platforms:** Zendesk, Freshdesk, Kaltura
- **Data Analysis Tools:** Tableau, SAS, Alteryx
- **Team Collaboration Apps:** Notion, Miro, Figma
- **Clinical Support Applications:** MediTech, DocuTAP, Centricity

## SKILLS

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- Verbal Communication
- Written Communication
- Microsoft Office Suite
- Patient Care Protocols
- Multi-tasking
- HIPAA Compliance
- Call Management Systems
- Scheduling Proficiency
- Customer Interaction
- Problem Resolution
- Teamwork
- Critical Thinking
- Time Management
- Conflict Resolution
- Healthcare Software
- Organizational Skills

## PROFESSIONAL AFFILIATIONS

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- Member of Health Services Student Association, participating in community outreach projects.
- Volunteer with local non-profit organization providing support to underserved populations.

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST